

Critical Incident Log

Ratings: 0=no problem/positive, 1=cosmetic problem, 2=minor usability problem, 3=major usability problem, 4=usability catastrophe, *=related to core idea as opposed to usability

Incident	User	Severity
confused about which page was the homepage	LF1	2
wanted to see the tip stay on the homepage	LF1	1
record flow was intuitive	LF1	0
thought it would be difficult to type in feedback simulation (preferred voice)	LF1	1
wasn't sure where different reports would be saved	LF1	1
thought feedback was useful	LF1	0

Easy to go through sign up and find tip of day	LF2	0
In mock UI, user's name is inconsistent and caused confusion	LF2	2
On homepage, user confused why history is shown when he just signed up for the app	LF2	2
When giving a lesson, with just audio input, the system would not be able to analyze the quality of any visual aid that is used.	LF2	3
Teaching subjects is public domain, so no concern regarding content privacy or intellectual property	LF2	0
If there were some discipline issue in the middle of the lesson, that could create a privacy concern	LF2	3

If profiling parents and students for personalized content, would need to reassure users on how data was being used and handled	LF2	3
In the feedback simulation task, the teaching example generated by ChatGPT was helpful	LF2	0
The last part of ChatGPT's output was generic, and LF2 expected it would say something similar every time	LF2	1
Simulation not as useful as live interaction or reports generated based on real lessons	LF2	2

Took time reading through tags - too small	LF3	1
When looking at blank tip asked if it was supposed to be a "homeschooling tip or tip for the app?"	LF3	2
Tried to get to the record button before clicking out of the tip popup - tip didn't look enough like a pop up	LF3	1
More comfortable if it was stored locally, and he can send it in after editing parts if needed - "What is someone yells some private information in the middle of the recording, like a credit card number"	LF3	4
Criticism sandwich: well, improve, well Not just negative feedback, if it was just negative feedback, I wouldn't like or use the app very much	LF3	3
Pressed homepage Doesn't know what box means Didn't understand the simulation icon	LF3	1
Would query AI more mid-lesson (if super quick) as opposed to taking time outside of lesson Wants more of a live feedback session	LF3	3
Basically just saying he didn't do a very good job, but he did the best he could - thought on feedback	LF3	2

Visual aids - would've used but the simulator can't tell what and how was used	LF3	3
one of the frustrating things in homeschooling is when you're trying explain a topic (eg math problem) and kid isn't getting it and you've tried everything you can think of and their patience is waning. Kid getting upset.	LF3	2
Certain people with certain personalities would find it useful. Doesn't think all homeschooling people would find it useful	LF3	4

Incident	User	Severity
Had a hard time navigating away from the "tip of the day" page to start recording.	LF4	1
Tags for "identity" were way too small	LF4	3
Seemed to intuitively understand the meaning of the buttons in the toolbar as "home", "recording", and "chat"	LF4	0
Recording flow was intuitive	LF4	0
Loved that the report would be generated and accessible really quickly after the lesson	LF4	0
Mobile app allows for teaching on the go which is great	LF4	0
Didn't know how to access the simulation for task 3. Was confused about whether she should click the home button or the chat button. Didn't know she needed to click the "save" button before exiting out of the report.	LF4	3
3rd party AI agent giving you feedback is helpful and is non-judgmental. Unattached to a human being and won't judge, also very fast.	LF4	0

Results

- Simulation took too long
- Concerns about privacy with recording
- Parents appreciated having a consolidated resource – would like as much streamlining as possible
- Liked live use case - can take it on the go
- Audio recording does not capture visual aid use
- Having examples of “good” teaching/feedback would be nice
- Would be nice if tool/system could generate and give new examples for hands-on activities

Key Insights

- Time is a key resource: no time for the simulation
- Privacy concerns: ability to edit input before sending
- AI is non-threatening: no pressure of judgment
 - Intimidated by other adults sitting in and judging your teaching but having a machine makes it feel less threatening
- Student feedback matters: include them in the process
- Reports help parents to take the time to reflect – it’s hard to make that time for themselves otherwise
- Teacher Ed programs are often really expensive. Not going to have that opportunity as a homeschooling parent. This is a nice proxy for what a live person would do.